

**RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE REQUESTED
EXAMINING GROUP 3624**
Patent
Attorney Docket No. 10761.1460
Customer No. 81,331

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Robert E. Wollan et al.) Group Art Unit: 3624
)
Application No.: 10/811,439) Examiner: Brandi P. Parker
)
Filed: March 26, 2004)
)
For: ENHANCING INSIGHT-DRIVEN)
 CUSTOMER INTERACTIONS)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT AFTER FINAL

In reply to the Office Action mailed February 4, 2010, the period of response to which extends to May 4, 2010, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks follow the amendment sections of this paper.